Lexmark 840 Series

User's Guide

July 2006 **www.lexmark.com**

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Safety information

Use only the power supply and power supply cord provided with this product or the manufacturer's authorized replacement power supply and power supply cord.

Connect the power supply cord to an electrical outlet that is near the product and easily accessible.

Refer service or repairs, other than those described in the user documentation, to a professional service person.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts.

CAUTION: Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

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Finding information about the printer

Setup sheet

Description	Where to find
The *Setup* sheet gives you instructions for setting up hardware and software.	You can find this document in the printer box or on the Lexmark Web site at **www.lexmark.com**.

Getting Started or *Setup Solutions* booklet

Description	Where to find
The *Getting Started* booklet gives you instructions for setting up hardware and software and some basic instructions for using the printer. The *Setup Solutions* booklet tells you how to solve printer setup problems. **Note:** These documents do not ship with all printers. If you did not receive a *Getting Started* booklet or a *Setup Solutions* booklet, see the *User's Guide* instead.	You can find this document in the printer box or on the Lexmark Web site at **www.lexmark.com**.

User's Guide

Description	Where to find
The *User's Guide* gives you instructions for using the printer and other information such as: • Using the software • Loading paper • Printing • Working with photos • Scanning (if supported by your printer) • Making copies (if supported by your printer) • Faxing (if supported by your printer) • Maintaining the printer • Connecting the printer to a network (if supported by your printer) • Troubleshooting problems with printing, copying, scanning, faxing, paper jams, and misfeeds	When you install the printer software, the *User's Guide* will be installed. 1 Click **Start ➞ Programs** or **All Programs ➞ Lexmark 840 Series**. 2 Click **User's Guide**. If the link to the *User's Guide* is not on your desktop, follow these instructions: 1 Insert the CD. The installation screen appears. **Note:** If necessary, click **Start ➞ Run**, and then type **D:\setup**, where **D** is the letter of your CD-ROM drive. 2 Click **View User's Guide (including Setup Troubleshooting)**. 3 Click **Yes**. An icon of the *User's Guide* appears on your desktop, and the *User's Guide* appears on the screen. You can also find this document on the Lexmark Web site at **www.lexmark.com**.

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Help

Description	Where to find
The Help gives you instructions for using the software, if your printer connects to a computer.	While in any Lexmark software program, click **Help**, **Tips ➞ Help**, or **Help ➞ Help Topics**.

Lexmark Solution Center

Description	Where to find
The Lexmark Solution Center software is included on your CD. It installs with the other software, if your printer connects to a computer.	To access the Lexmark Solution Center: **1** Click **Start ➞ Programs** or **All Programs ➞ Lexmark 840 Series**. **2** Select **Lexmark Solution Center**.

Customer support

Description	Where to find (North America)	Where to find (rest of world)
Telephone support	Call us at • US: 1-800-332-4120 Monday–Friday (8:00 AM–11:00 PM EST) Saturday (Noon–6:00 PM EST) • Canada: 1-800-539-6275 Monday–Friday (9:00 AM–9:00 PM EST) Saturday (Noon–6:00 PM EST) • Mexico: 001-888-377-0063 Monday–Friday (8:00 AM–8:00 PM EST) **Note:** For the most recent phone numbers available, see the printed warranty statement that shipped with your printer.	Telephone numbers and support hours vary by country or region. Visit our Web site at **www.lexmark.com**. Select a country or region, and then select the Customer Support link. **Note:** For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.
E-mail support	For e-mail support, visit our Web site: **www.lexmark.com**. **1** Click **customer support**. **2** Click **Technical Support**. **3** Select your printer family. **4** Select your printer model. **5** From the Support Tools section, click **e-Mail Support**. **6** Complete the form, and then click **Submit Request**.	E-mail support varies by country or region, and may not be available in some instances. Visit our Web site at **www.lexmark.com**. Select a country or region, and then select the Customer Support link. **Note:** For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.

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Limited Warranty

Description	Where to find (US)	Where to find (rest of world)
Limited Warranty Information Lexmark International, Inc. furnishes a limited warranty that this printer will be free of defects in materials and workmanship for a period of 12 months after the original date of purchase.	To view the limitations and conditions of this limited warranty, see the Statement of Limited Warranty included with this printer, or set forth at **www.lexmark.com**. **1** Click **customer support**. **2** Click **Warranty Information**. **3** From the Statement of Limited Warranty section, click **Inkjet & All-In-One Printers**. **4** Scroll through the Web page to view the warranty.	Warranty information varies by country or region. See the printed warranty that shipped with your printer.

Record the following information (located on the store receipt and the back of the printer), and have it ready when you contact us so that we may serve you faster:

- Machine Type number
- Serial number
- Date purchased
- Store where purchased

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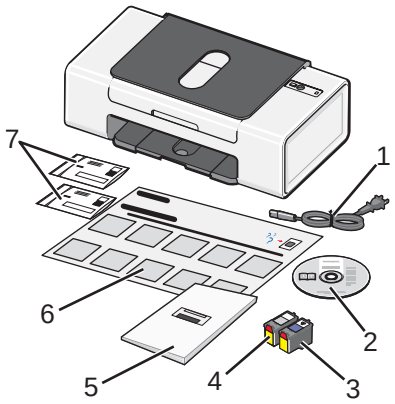
Setting up the printer

To set up the printer, follow the instructions on the *Setup* sheet that came with the product.

Checking the box contents



	Name	Description
1	Power supply cord	Fits into the power supply attached to the back of the printer.
2	Installation software CD	• Installation software for the printer • Help • *User's Guide* in electronic format
3	Color print cartridge	Cartridge to be installed in the right cartridge carrier. For more information, see “Installing print cartridges” on page 24.
4	Black print cartridge	Cartridge to be installed in the left cartridge carrier. For more information, see “Installing print cartridges” on page 24.
5	*User's Guide*	Instructions for using the printer and other information (available in certain geographies only). When you install the printer software, the *User's Guide* will be installed. For more information, see “Finding information about the printer” on page 7.
6	*Setup* sheet	Instructions on setting up printer hardware and software, and information on setup troubleshooting.
7	Cartridge return bags	Used to return the licensed cartridges shipped with the printer.

Note: A USB cable may or may not be included.

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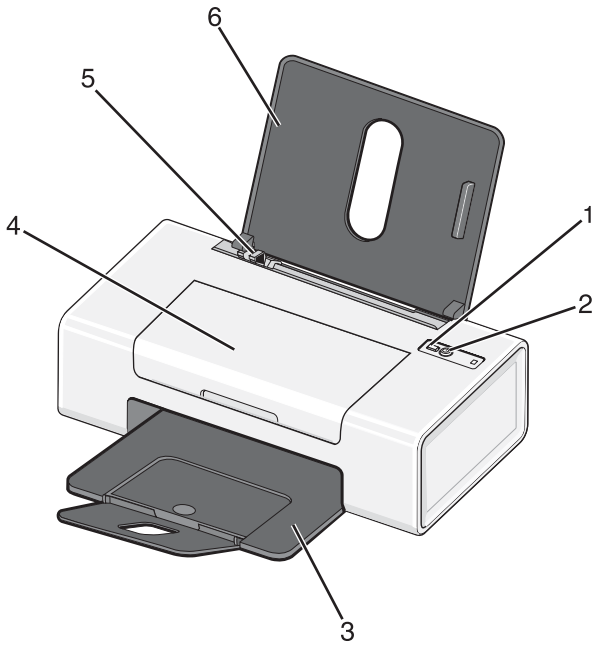
Learning about the printer

Understanding the parts of the printer



	Use the	To
1		Load or eject paper.
2		• Turn the printer on and off. • Cancel a print job. Press in the middle of a print job. • Troubleshoot. For more information, see “Blinking power light troubleshooting” on page 37.
3	Paper exit tray	Stack paper as it exits.
4	Access cover	• Install or change the print cartridges. • Clear paper jams.
5	Paper guide	Keep paper straight when feeding.
6	Paper support	Load paper.

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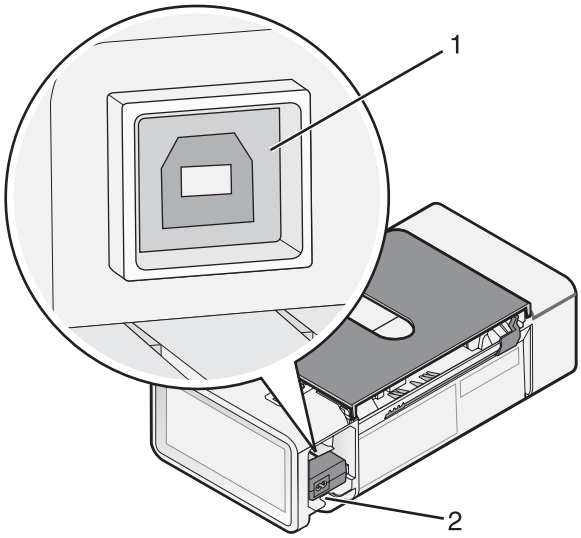
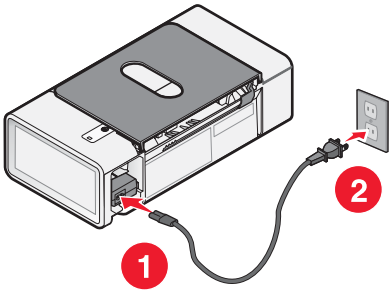


	Use the	To
1	USB port	Connect the printer to a computer using a USB cable.
2	Power supply	Connect the printer to a power source using the power cord. **1** Plug the cord all the way into the power supply on the printer. **2** Plug the cord into an electrical outlet that other electrical devices have been using.  **3** If the ⏻ light is not on, press ⏻.

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Learning about the software

Using the printer software

Use this	To
The Solution Center	Find troubleshooting, maintenance, and cartridge ordering information.
Print Properties	Select the best print settings for the document you are printing.
Fast Pics	Edit and print photos stored on the computer.

Using the Solution Center

The Solution Center provides help, as well as information about the printer status and ink level.

To open the Solution Center:

1. Click **Start** ➞ **Programs** or **All Programs** ➞ **Lexmark 840 Series**.
2. Select **Solution Center**.

The Solution Center consists of six tabs:

From this tab	You can
Printer Status (Main dialog)	• View the status of the printer. For example, while printing, the status of the printer is **`Busy Printing`**. • View the ink level of the print cartridges.
How To	Learn how to: • Print. • Find and change settings. • Use basic features. • Print projects such as banners, photos, envelopes, cards, iron-on transfers, and transparencies. • Find the printable *User's Guide*.

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From this tab	You can
Troubleshooting	• Learn tips about the current status. • Solve printer problems.
Maintenance	• Install the print cartridges. • View shopping options for new cartridges. • Print a test page. • Clean to fix horizontal streaks. • Align to fix blurry edges. • Remove Japanese postcard residue. Cleaning the printer rollers is only necessary after printing on Hagaki or other types of paper that leave powder residues. • Troubleshoot other ink problems.
Contact Information	Learn how to contact us by telephone, e-mail, or on the World Wide Web.
Advanced	• Change the appearance of the Printing Status window. • Download the newest software files. • Turn printing voice notification on or off. • Change the network printing settings. • Share information with us regarding how you use the printer. • Obtain software version information.

Note: For more information, click **Help** in the lower right corner of each screen.

Using Print Properties

Opening Print Properties

Print Properties is the software that controls the printing function. You can change the settings in Print Properties based on the type of project you want to create. You can open Print Properties from almost any program:

1. With a document open, click **File ➞ Print**.
2. From the Print dialog, click **Properties**, **Preferences**, **Options**, or **Setup**.

Using the Save Settings menu

From the Save Settings menu, you can name and save the current Print Properties settings for future use. You can save up to five custom settings.

Using the "I Want To" menu

The "I Want To" menu contains a variety of task wizards (printing a photo, an envelope, a banner, a poster, or printing on both sides of the paper) to help you select the correct print settings for a project.

Using the Options menu

Use the Options menu to make changes to the Layout Options and Printing Status Options settings. For more information on these settings, open the tab dialog from the menu, and then click the **Help** button on the dialog.

The Options menu also provides direct links to different parts of the Solution Center as well as software version information.

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Using the Print Properties tabs

All of the print settings are on the three main tabs of the Print Properties software: Quality/Copies, Paper Setup, and Print Layout.

Tab	Options
Quality/Copies	• Select a Quality/Speed setting. • Select a Paper Type. • Customize how the printer prints several copies of a single print job: collated, normal, or last page first. • Choose Automatic Image Sharpening. • Choose to print color images in black and white.
Paper Setup	• Specify the size of paper loaded. • Select the orientation of the document on the printed page: portrait or landscape.
Print Layout	• Select the layout you want to print. • Choose to print on both sides of the paper, and select a duplexing preference.

Note: For more information about these settings, right-click a setting on the screen, and then select **What's This?**

Using Fast Pics

Fast Pics is a software that allows you to retrieve, edit, and print photos stored on your computer.

Open the program through either of these methods:

Method 1	Method 2
Double-click the **Fast Pics** icon on the desktop.	Click **Start** ➞ **Programs** ➞ **Lexmark 840 Series** ➞ **Lexmark Fast Pics**.

Use any of the following tools to edit photos:

- Red Eye
- Auto Fix
- Crop
- Rotate

For information on printing photos using Fast Pics, see “Using Fast Pics to print borderless photos” on page 22.

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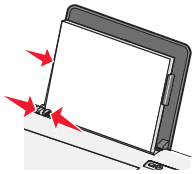
Loading paper and various paper types

Loading paper

1. Make sure:
   - You use paper designed for inkjet printers.
   - The paper is not used or damaged.
   - If you are using specialty paper, you follow the instructions that came with it.
   - You do not force paper into the printer.
2. Load the paper vertically against the right side of the paper support.
3. Adjust the paper guide until it rests against the left edge of the paper.



Note: To avoid paper jams, make sure the paper does not buckle when you adjust the paper guide.

Loading various paper types

Load up to	Make sure
100 sheets of plain paper (depending on the thickness)	• The paper is designed for use with inkjet printers. • The paper is loaded against the right side of the paper support. • The paper guide rests against the left edge of the paper.
100 sheets of heavyweight matte paper 25 sheets of glossy paper 25 sheets of photo paper	• The glossy or printable side of the paper faces you. (If you are not sure which side is the printable side, see the instructions that came with the paper.) • The paper is loaded against the right side of the paper support. • The paper guide rests against the left edge of the paper. **Note:** Photos require more drying time. Remove each photo as it exits, and allow it to dry to avoid ink smudging.
10 iron-on transfers	• You follow the loading instructions that came with the iron-on transfers. • The print side of the transfers faces you. • The transfers are loaded against the right side of the paper support. • The paper guide rests against the left edge of the transfers. **Note:** For best results, load transfers one at a time.

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Load up to	Make sure
25 greeting cards 25 index cards 25 photo cards 25 postcards	• The total thickness of the card stack does not exceed 0.4 inches or 10 mm. • The print side of the cards faces you. • The cards are loaded against the right side of the paper support. • The paper guide rests against the left edge of the cards.
10 envelopes	• The stamp location is in the upper left corner. • The print side of the envelopes faces you. • The envelopes are designed for use with inkjet printers. • The envelopes are loaded against the right side of the paper support. • The paper guide rests against the left edge of the envelopes. **Warning:** Do not use envelopes that have metal clasps, string ties, or metal folding bars. **Notes:** – Do not load envelopes with holes, perforations, cutouts, or deep embossing. – Do not use envelopes that have exposed flap adhesive.
25 sheets of labels	• You follow the loading instructions that came with the labels. • The print side of the labels faces you. • The adhesive on the labels does not extend to within 1 mm of the edge of the label. • You use full label sheets. Partial sheets (with areas exposed by missing labels) may cause labels to peel off during printing, resulting in a paper jam. • The labels are loaded against the right side of the paper support. • The paper guide rests against the left edge of the labels.
20 transparencies	• The rough side of the transparencies faces you. • You don't use transparencies with paper backing sheets. • The transparencies are loaded against the right side of the paper support. • The paper guide rests against the left edge of the transparencies. **Note:** Transparencies require more drying time. Remove each transparency as it exits, and allow it to dry to avoid ink smudging.

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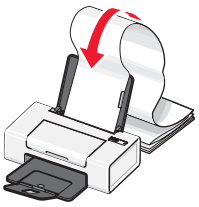
Load up to	Make sure
20 sheets of banner paper	• You remove all the paper from the paper support before loading the banner paper. • You tear off only the number of pages needed to print the banner. • The banner paper is placed on a level surface behind the printer and fed up over the paper support. • You have selected the correct paper size for the banner in Print Properties. For more information, see “Using Print Properties” on page 14. • The paper is loaded against the right side of the paper support. • The paper guide rests against the left edge of the paper. 
100 sheets of custom-size paper (depending on the thickness)	• The print side of the paper faces you. • The paper size fits within these dimensions: Width: – 76–216 mm – 3.0–8.5 inches Length: – 127–432 mm – 5.0–17.0 inches • The paper is loaded against the right side of the paper support. • The paper guide rests against the left edge of the paper.

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Printing

Printing a document

1. Load paper.
2. With a document open, click **File ➞ Print**.
3. Click **Properties**, **Preferences**, **Options**, or **Setup**.
4. Adjust the settings.
5. Click **OK**.
6. Click **OK** or **Print**.

Printing cards

1. Load greeting cards, index cards, or postcards.
2. From the software application, click **File ➞ Print**.
3. Click **Properties**, **Preferences**, **Options**, or **Setup**.
4. Select a Quality/Speed setting.

   Select **Photo** for photos and greeting cards and **Normal** for other types of cards.
5. Select the **Paper Setup** tab.
6. Select **Paper**.
7. From the Paper Size list, select a card size.
8. Click **OK**.
9. Click **OK** or **Print**.

Notes:

- To avoid paper jams, do not force the cards into the printer.
- To prevent smudging, remove each card as it exits, and let it dry before stacking.

Printing envelopes

1. Load envelopes.
2. From the software application, click **File ➞ Print**.
3. Click **Properties**, **Preferences**, **Options**, or **Setup**.
4. From the “I Want To” menu, select **Print on an envelope**.
5. From the Envelope Size list, select the envelope size loaded.

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6 Select **Portrait** or **Landscape** orientation.

Notes:

- Most envelopes use landscape orientation.
- Make sure the same orientation is also selected in the software application.

7 Click **OK**.

8 Click **OK**.

9 Click **OK** or **Print**.

Printing transparencies

1 Load transparencies.

2 With a document open, click **File ➞ Print**.

3 Click **OK** or **Print**.

Note: To prevent smudging, remove each transparency as it exits, and let it dry before stacking. Transparencies may require up to 15 minutes to dry.

Printing collated copies

If you print multiple copies of a document, you can choose to print each copy as a set (collated) or to print the copies as groups of pages (not collated).

Collated

Not collated

1 Load paper.

2 With a document open, click **File ➞ Print**.

3 Click **Properties**, **Preferences**, **Options**, or **Setup**.

4 From the Quality/Copies tab, select the number of copies to print.

5 Select the **Collate Copies** check box.

6 Select the **Print Last Page First** check box.

7 Click **OK**.

8 Click **OK** or **Print**.

Printing multiple pages on one sheet

1 Load paper.

2 With a document open, click **File ➞ Print**.

3 Click **Properties**, **Preferences**, **Options**, or **Setup**.

4 From the Print Layout tab, select **N-up**.

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5 Select the number of pages to print on each page.

6 If you want each page image to be surrounded by a border, select **Print Page Borders**.

7 Click **OK**.

8 Click **OK** or **Print**.

Printing the last page first (reverse page order)

1 Load paper.

2 With a document open, click **File ➞ Print**.

3 Click **Properties**, **Preferences**, **Options**, or **Setup**.

4 From the Quality/Copies tab, select **Print Last Page First**.

5 Click **OK**.

6 Click **OK** or **Print**.

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Working with photos

Note: To prevent smudging or scratching, avoid touching the printed surface with your fingers or sharp objects. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.

Using Fast Pics to print borderless photos

Use Fast Pics to retrieve, edit, and print photos stored on your computer.

1. Open **Fast Pics**. For more information, see “Using Fast Pics” on page 15.
2. If necessary, click **Change Folder** to browse to the location where your photos are stored.
3. Click each photo you want to print.
4. If you want to edit the photos, click **Edit**. For more information, see “Using Fast Pics” on page 15.
5. After using the editing tools, click **Done**.
6. Save the edited photos as new files or replace the original files with the edited ones. You can also choose **Continue without saving** to discard your changes.
7. Select a size for each photo and the blank paper size in the printer. To print borderless photos, you must select a photo size equal to the size of the paper loaded.
8. Select the **Number of copies**.
9. Click **Print Now**.

Using Print Properties to print borderless photos

Use Print Properties to print photos from a Windows program.

1. Load paper. For best results, use photo or glossy paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
2. From the software application, click **File** ➞ **Print**.
3. Click **Properties**, **Preferences**, **Options**, or **Setup**.
4. From the Quality/Copies tab, select **Photo**.
5. From the Paper Type menu, choose a paper type.
6. From the Paper Setup tab, select **Borderless**, and then select the paper size and the orientation of the photo.
7. Click **OK**.
8. Click **OK** or **Print**.

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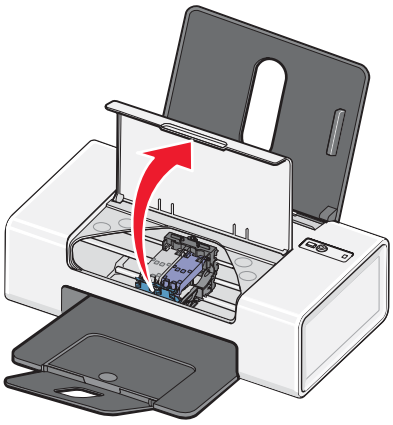
Maintaining the printer

Changing the print cartridges

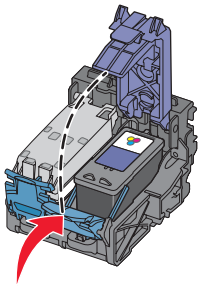
Removing a used print cartridge

1. Make sure the printer is on.
2. Lift the access cover.

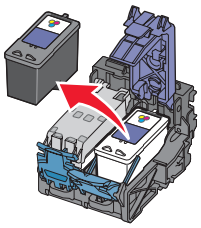
   The print cartridge carrier moves and stops at the loading position, unless the printer is busy.



3. Press down on the cartridge carrier lever to raise the cartridge carrier lid.



4. Remove the used print cartridge.



   To recycle the used cartridge, see “Recycling Lexmark products” on page 28.

   If the cartridge you removed is not empty and you want to use it later, see “Preserving the print cartridges” on page 27.

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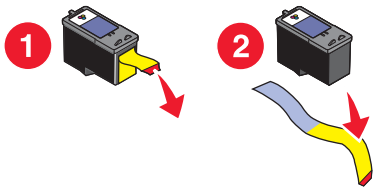
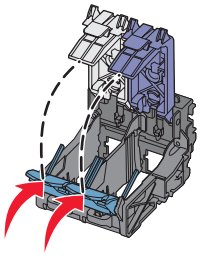
Installing print cartridges

1. If you are installing new print cartridges, remove the sticker and tape from the back and bottom of the cartridges.

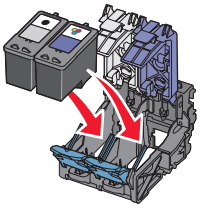


Warning: Do *not* touch the gold contact area on the back or the metal nozzles on the bottom of the cartridges.

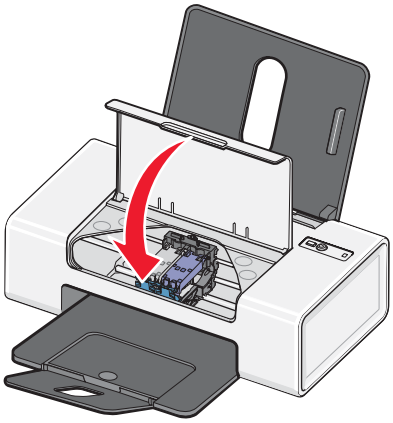
2. Press down on the cartridge carrier levers to raise the cartridge carrier lids.



3. Insert the black cartridge or the photo cartridge in the left carrier. Insert the color cartridge in the right carrier.



4. Close the lids.
5. Close the access cover.



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Achieving better print quality

Improving print quality

If you are not satisfied with the print quality of a document, make sure you:

- Use the appropriate paper for the document. Use Lexmark Premium Photo Paper if you are printing photos or other high-quality images.

  Note: To prevent smudging or scratching, avoid touching the printed surface with your fingers or sharp objects. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.
- Use a paper that is a heavier weight, bright white, or coated.
- Select a higher print quality.

If the document still does not have the print quality you want, follow these steps:

1. Align the print cartridges. For more information, see “Aligning the print cartridges” on page 25.

   If print quality has not improved, continue to step 2.
2. Clean the print cartridge nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 25.

   If print quality has not improved, continue to step 3.
3. Remove and reinsert the print cartridges. For more information, see “Removing a used print cartridge” on page 23 and “Installing print cartridges” on page 24.

   If print quality has not improved, continue to step 4.
4. Wipe the print nozzles and contacts. For more information, see “Wiping the print cartridge nozzles and contacts” on page 26.

   If print quality is still not satisfactory, replace the print cartridges. For more information, see “Ordering supplies” on page 27.

Aligning the print cartridges

The computer automatically prompts you to align the print cartridges:

- After you install the printer software.
- When you send your first print job to the printer after installing a new cartridge.

You may also align the print cartridges manually.

1. Load plain paper.
2. Open the **Solution Center**.
3. From the Maintenance tab, click **Align to fix blurry edges**.
4. Click **Print**.

If you aligned the cartridges to improve print quality, print your document again. If print quality has not improved, clean the print cartridge nozzles.

Cleaning the print cartridge nozzles

1. Load plain paper.
2. Open the **Solution Center**. See “Using the Solution Center” on page 13.

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3 From the Maintenance tab, click **Clean to fix horizontal streaks**.

4 Click **Print**.

A page prints, forcing ink through the print cartridge nozzles to clean them.

5 Print the document again to verify that the print quality has improved.

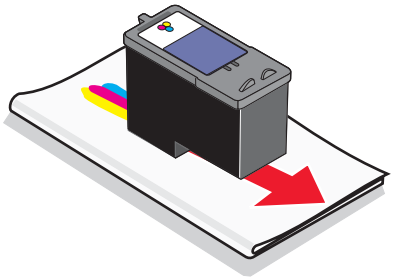
6 If print quality has not improved, try cleaning the nozzles up to two more times.

Wiping the print cartridge nozzles and contacts

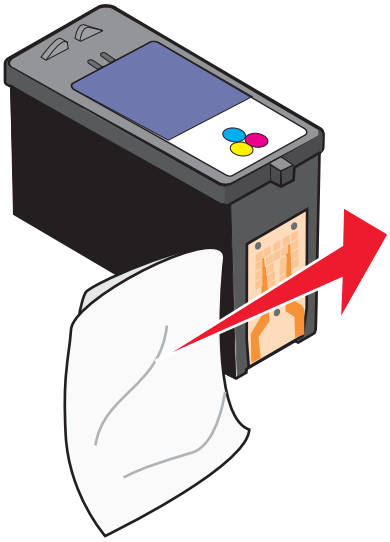
1 Remove the print cartridge.

2 Dampen a clean, lint-free cloth with water.

3 Gently hold the cloth against the print cartridge nozzles for about three seconds, and then wipe in the direction shown.



4 Using another clean section of the cloth, gently hold the cloth against the contacts for about three seconds, and then wipe in the direction shown.



5 With another clean section of the cloth, repeat step 3 and step 4.

6 Let the nozzles and contacts dry completely.

7 Reinsert the cartridge.

8 Print the document again.

9 If the print quality does not improve, clean the print nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 25.

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10 Repeat step 9 up to two more times.

11 If print quality is still not satisfactory, replace the cartridge.

Preserving the print cartridges

- Keep new cartridges in their packaging until you are ready to install them.
- Do not remove a cartridge from the printer except to replace, clean, or store it in an airtight container. The cartridges do not print correctly if left exposed for an extended period of time.

Ordering supplies

To order supplies or to locate a dealer near you, visit our Web site at **www.lexmark.com**.

Notes:

- For best results, use only Lexmark print cartridges.
- For best results when printing photos or other high-quality images, use Lexmark Premium Photo Paper.

Item	Part number	Average cartridge standard page yield is up to*
Black cartridge	28†	175
Black cartridge	28A	175
High yield black cartridge	34	500
Color cartridge	29†	150
Color cartridge	29A	150
High yield color cartridge	35	475
Photo cartridge	31	Not applicable
USB cable	1021294	Not applicable
* Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711 (FDIS). † Licensed Return Program Cartridge		

Paper	Paper size
Lexmark Premium Photo Paper	• Letter • A4 • 4 x 6 in. • 10 x 15 cm • L
Lexmark Photo Paper	• Letter • A4 • 4 x 6 in. • 10 x 15 cm
Note: Availability may vary by country or region.	

For information on how to purchase Lexmark Premium Photo Paper or Lexmark Photo Paper in your country or region, go to **www.lexmark.com**.

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Recycling Lexmark products

To return Lexmark products to Lexmark for recycling:

1. If you are returning a print cartridge, place it in the return bag that came with your product.

   Note: The return bag is not available in all countries and regions.

2. Visit our Web site at **www.lexmark.com/recycle**.
3. Follow the instructions on the computer screen.

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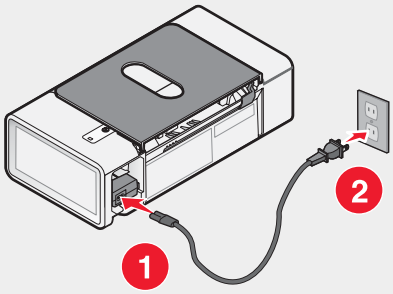
Troubleshooting

Setup troubleshooting

Power light is not lit

Make sure you have disconnected the power supply cord from the wall outlet and then from the printer.

1. Plug the cord all the way into the power supply on the printer.
2. Plug the cord into an electrical outlet that other electrical devices have been using.



3. If the ⏻ light is not on, press ⏻.

Software does not install

The following operating systems are supported:

- Windows 98/Me
- Windows 2000
- Windows XP

Solution 1

Check that your computer meets the minimum system requirements listed on the box.

Solution 2

1. Check the USB cable for any obvious damage.
2. Firmly plug the rectangular end of the USB cable into the USB port of the computer.

   The USB port is marked with the USB symbol.
3. Firmly plug the square end of the USB cable into the back of the printer.

Solution 3

1. Turn off and then restart your computer.
2. Click **Cancel** on all New Hardware Found screens.
3. Insert the CD, and then follow the instructions on the computer screen to reinstall the software.

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Solution 4

1. Press ⏻ to turn the printer off.
2. Disconnect the power cord from the wall outlet.
3. Gently remove the power supply from the printer.
4. Reconnect the power supply to the printer.
5. Plug the power cord into the wall outlet.
6. Press ⏻ to turn the printer on.

Solution 5

1. Close all open software applications.
2. Disable any anti-virus programs.
3. Double-click the **My Computer** icon.

   In Windows XP, click **Start** to access the My Computer icon.
4. Double-click the **CD-ROM drive** icon.
5. If necessary, double-click **setup.exe**.
6. Follow the instructions on the computer screen to install the software.

Solution 6

1. Visit our Web site at **www.lexmark.com** to check for the latest software.
2. In all countries or regions except the United States, select your country or region.
3. Click the links for drivers or downloads.
4. Select your printer family.
5. Select your printer model.
6. Select your operating system.
7. Select the file you want to download, and then follow the directions on the computer screen.

Page does not print

Solution 1

If the ⏻ light is not on, see “Power light is not lit” on page 29.

Solution 2

Remove and then load paper.

Solution 3

Check the ink levels, and install a new print cartridge if necessary.

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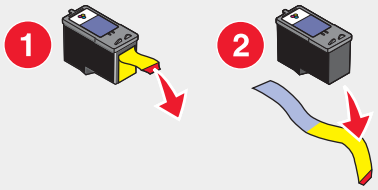
Solution 4

1. Remove the print cartridges.
2. Make sure the sticker and tape have been completely removed from the back and bottom of the cartridges.



3. Reinsert the print cartridges.

Solution 5

Make sure the printer is set as the default printer and is not on hold or paused.

1. Click:
   - In Windows XP Pro: **Start ➞ Settings ➞ Printers and Faxes**.
   - In Windows XP Home: **Start ➞ Control Panel ➞ Printers and Faxes**.
   - In Windows 2000: **Start ➞ Settings ➞ Printers**.
   - In Windows 98/Me: **Start ➞ Settings ➞ Printers**.
2. Double-click the name of your printer.
3. Click **Printer**.
   - Make sure no check mark appears next to Pause Printing.
   - Make sure a check mark does appear next to Set As Default.

Solution 6

1. Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 38.
2. If the software still does not install correctly, visit our Web site at **www.lexmark.com** to check for the latest software.
   a. In all countries or regions except the United States, select your country or region.
   b. Click the links for drivers or downloads.
   c. Select your printer family.
   d. Select your printer model.
   e. Select your operating system.
   f. Select the file you want to download, and then follow the directions on the computer screen.

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Print troubleshooting

Improving print quality

If you are not satisfied with the print quality of a document, make sure you:

- Use the appropriate paper for the document. Use Lexmark Premium Photo Paper if you are printing photos or other high-quality images.

  Note: To prevent smudging or scratching, avoid touching the printed surface with your fingers or sharp objects. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.
- Use a paper that is a heavier weight, bright white, or coated.
- Select a higher print quality.

If the document still does not have the print quality you want, follow these steps:

1. Align the print cartridges. For more information, see “Aligning the print cartridges” on page 25.

   If print quality has not improved, continue to step 2.
2. Clean the print cartridge nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 25.

   If print quality has not improved, continue to step 3.
3. Remove and reinsert the print cartridges. For more information, see “Removing a used print cartridge” on page 23 and “Installing print cartridges” on page 24.

   If print quality has not improved, continue to step 4.
4. Wipe the print nozzles and contacts. For more information, see “Wiping the print cartridge nozzles and contacts” on page 26.

   If print quality is still not satisfactory, replace the print cartridges. For more information, see “Ordering supplies” on page 27.

Poor text and graphic quality

Examples of poor text and graphic quality include:

- Blank pages
- Dark print
- Faded print
- Incorrect colors
- Light and dark bands in print
- Skewed lines
- Smudges
- Streaks
- White lines in print

Solution 1

Check the ink levels, and install a new print cartridge if necessary.

Solution 2

See “Improving print quality” on page 25.

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Solution 3

To avoid ink smudging when you are working with the following media, remove each sheet as it exits, and allow it to dry:

- Documents with graphics or images
- Photo paper
- Heavyweight matte or glossy paper
- Transparencies
- Labels
- Envelopes
- Iron-on transfers

Note: Transparencies may take up to 15 minutes to dry.

Solution 4

Use a different brand of paper. Each paper brand accepts ink differently and prints with color variations. Use Lexmark Premium Photo Paper if you are printing photos or other high-quality images.

Solution 5

Use only new, unwrinkled paper.

Solution 6

1. Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 38.
2. If the software still does not install correctly, visit our Web site at **www.lexmark.com** to check for the latest software.
   a. In all countries or regions except the United States, select your country or region.
   b. Click the links for drivers and downloads.
   c. Select your printer family.
   d. Select your printer model.
   e. Select your operating system.
   f. Select the file you want to download, and follow the directions on the computer screen.

Poor quality at the edges of the page

Solution 1

Unless you are using the borderless feature, use these minimum print margin settings:

- Left and right margins:
  - 6.35 mm (0.25 in.) for letter size paper
  - 3.37 mm (0.133 in.) for all paper sizes except letter
- Top margin: 1.7 mm (0.067 in.)
- Bottom margin: 12.7 mm (0.5 in.)

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Solution 2

Select the Borderless print feature.

1. From the software application, click **File ➞ Print**.
2. Click **Properties**, **Preferences**, **Options**, or **Setup**.
3. Click **Print Layout**.
4. Click **Borderless**.

Solution 3

Check that the paper size being used matches the printer setting.

1. From the software application, click **File ➞ Print**.
2. Click **Properties**, **Preferences**, **Options**, or **Setup**.
3. Click **Paper Setup**.
4. Check the paper size.

Print speed is slow

Solution 1

Close all applications not in use.

Solution 2

Try minimizing the number and size of graphics and images in the document.

Solution 3

Consider purchasing more Random Access Memory (RAM) for your computer.

Solution 4

Remove as many unused fonts as possible from your system.

Solution 5

1. From the software application, click **File ➞ Print**.
2. Click **Properties**, **Preferences**, **Options**, or **Setup**.
3. Click **Quality/Copies**.
4. From the Quality/Speed area, select a lower print quality.

Solution 6

1. Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 38.
2. If the software still does not install correctly, visit our Web site at **www.lexmark.com** to check for the latest software.
   a. In all countries or regions except the United States, select your country or region.
   b. Click the links for drivers and downloads.

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c Select your printer family.

d Select your printer model.

e Select your operating system.

f Select the file you want to download, and follow the directions on the computer screen.

Printer does not print or respond

See “Page does not print” on page 30.

Jams and misfeeds troubleshooting

Paper jam in the printer

1 Press ⏻ to turn off the printer.

2 Firmly grasp the paper, and gently pull it out.

3 Press ⏻ to turn the printer back on.

Paper jam in the paper support

1 Press ⏻ to turn off the printer.

2 Firmly grasp the paper, and gently pull it out.

3 Press ⏻ to turn the printer back on.

Paper or specialty media misfeeds

If paper or specialty media misfeeds or skews, or multiple sheets feed or stick together, try the following solutions.

Solution 1

Load a smaller amount of paper into the printer.

See “Loading various paper types” on page 16 for information about:

- Maximum loading amounts per paper type
- Specific loading instructions for supported paper and specialty media

Solution 2

Load paper with the print side facing you.

Solution 3

Use only new, unwrinkled paper.

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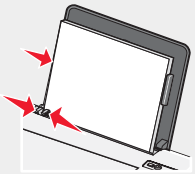
Solution 4

Adjust the paper guide:

- When using media less than 8.5 inches wide
- Against the left edge of the paper or media, making sure it does not buckle



Printer does not feed paper, envelopes, or specialty media

Solution 1

If there is a paper jam, see “Jams and misfeeds troubleshooting” on page 35.

Solution 2

Verify that the specialty media is loaded correctly.

Solution 3

Try loading one page, envelope, or sheet of specialty media at a time.

Solution 4

Make sure the printer is set as the default printer and is not on hold or paused.

1. Click:
   - For Windows XP Pro: **Start ➞ Settings ➞ Printers and Faxes**.
   - For Windows XP Home: **Start ➞ Control Panel ➞ Printers and Faxes**.
   - For Windows 2000: **Start ➞ Settings ➞ Printers**.
   - For Windows 98/Me: **Start ➞ Settings ➞ Printers**.
2. Double-click the name of your printer.
3. Click **Printer**.
   - Make sure no check mark appears next to Pause Printing.
   - Make sure a check mark does appear next to Set As Default.

Banner paper jams

1. Press ⏻ to turn off the printer.
2. Remove the jammed banner paper from the printer.

To keep a banner print job from jamming:

- Use only the number of sheets needed for the banner.
- Select the following settings to enable the printer to feed paper continuously without jamming:
  1. With a document open, click **File ➞ Print**.
  2. Click **Properties**, **Preferences**, **Options**, or **Setup**.
  3. Select the **Paper Setup** tab.
  4. From the Paper Size area, select **Banner**.

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5 Select **Letter Banner** or **A4 Banner** as the paper size.

6 Select **Portrait** or **Landscape**.

7 Click **OK**.

8 Click **OK** or **Print**.

Blinking power light troubleshooting

Power light blinks slowly

The printer is out of paper in the middle of a print job.

Load more paper. See “Loading paper” on page 16.

Power light blinks rapidly

There is a paper jam.

Clear the paper jam. For more information, see “Jams and misfeeds troubleshooting” on page 35.

Error messages troubleshooting

These messages appear on your computer screen.

Cartridge Alert

One of the print cartridges needs to be replaced soon. The Cartridge Alert warning occurs when a cartridge is 25 percent full, 15 percent full, and five percent full.

Replace the print cartridge with a new cartridge. For more information, see “Removing a used print cartridge” on page 23 and “Installing print cartridges” on page 24.

To order supplies, click **Order Ink** on your computer screen. You can also see “Ordering supplies” on page 27 in this guide.

Black cartridge replacement required

A new black print cartridge needs to be installed.

If available, click the **Continue** button on your computer screen to print using the color print cartridge. (The Continue button is available only at the beginning of a print job.)

Note: A variable amount of ink remains in the black print cartridge.

Follow these steps to replace the black print cartridge in your printer:

1 Cancel the print job if not already canceled.

2 Replace the black print cartridge with a new cartridge. For more information, see “Removing a used print cartridge” on page 23 and “Installing print cartridges” on page 24.

3 Print again.

To order supplies, click **Order Ink** on your computer screen. You can also see “Ordering supplies” on page 27 in this guide.

Color cartridge replacement required

A new color print cartridge needs to be installed.

If available, click the **Continue** button on your computer screen to print using the black print cartridge. (The Continue button is available only at the beginning of a print job.)

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Note: A variable amount of ink remains in the color print cartridge.

Follow these steps to replace the color print cartridge in your printer:

1. Cancel the print job if not already canceled.
2. Replace the color print cartridge with a new cartridge. For more information, see “Removing a used print cartridge” on page 23 and “Installing print cartridges” on page 24.
3. Print again.

To order supplies, click **Order Ink** on your computer screen. You can also see “Ordering supplies” on page 27 in this guide.

Black and Color cartridge replacement required

New print cartridges need to be installed.

The print job has been canceled.

Note: A variable amount of ink remains in the black and color print cartridges.

1. Replace the print cartridges with new cartridges. For more information, see “Removing a used print cartridge” on page 23 and “Installing print cartridges” on page 24.
2. Print again.

To order supplies, click **Order Ink** on your computer screen. You can also see “Ordering supplies” on page 27 in this guide.

Paper Jam

For more information, see “Jams and misfeeds troubleshooting” on page 35.

Out of Paper

The printer is out of paper in the middle of a print job.

1. Load paper. For more information, see “Loading paper” on page 16.
2. Press .

Removing and reinstalling the software

If the printer is not functioning properly, or if a communications error message appears when you try to use the printer, you may need to remove and reinstall the printer software.

1. Click **Start** ➞ **Programs** or **All Programs** ➞ **Lexmark 840 Series**.
2. Select **Uninstall**.
3. Follow the instructions on the computer screen to remove the printer software.
4. Restart the computer before reinstalling the printer software.
5. Click **Cancel** on all New Hardware Found screens.
6. Insert the CD, and then follow the instructions on the computer screen to reinstall the software.

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Notices

Product name	Lexmark 840 Series
Machine type	4137–005

Edition notice

July 2006

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Conventions

Note: A *note* identifies something that could help you.

Warning: A *warning* identifies something that could damage your product hardware or software.

CAUTION: A *caution* identifies something that could cause you harm.

CAUTION: This type of caution indicates that you should *not touch* the marked area.

CAUTION: This type of caution indicates a *hot surface*.

CAUTION: This type of caution indicates a *shock hazard*.

CAUTION: This type of caution indicates a *tipping hazard*.

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Federal Communications Commission (FCC) compliance information statement

This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1021294 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lexmark Technology & Services
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
(859) 232–3000

Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

Avis de conformité aux normes de l’industrie du Canada

Cet appareil numérique de classe B est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipmentdesigned for use within certain voltage limits.

A declaration of conformity with the requirements of the directives has been signed by the Director of Manufacturing and Technical Support, Lexmark International, Inc., S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	50
Scanning	not applicable
Copying	not applicable
Ready	Inaudible

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Values are subject to change. See **www.lexmark.com** for current values.

Waste from Electrical and Electronic Equipment (WEEE) directive

The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products. If you have further questions about recycling options, visit the Lexmark Web site at **www.lexmark.com** for your local sales office phone number.

ENERGY STAR

Power consumption

Product power consumption

The following table documents the power consumption characteristics of the product.

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	14
Copying	The product is generating hard-copy output from hard-copy original documents.	not applicable
Scanning	The product is scanning hard-copy documents.	not applicable
Ready	The product is waiting for a print job.	4
Power Saver	The product is in energy-saving mode.	4
High Off	The product is plugged into a wall outlet, but the power switch is turned off.	3
Low Off (<1 W Off)	The product is plugged into a wall outlet, the power switch is turned off, and the product is in the lowest possible power consumption mode.	not applicable
Off	The product is plugged into a wall outlet, but the power switch is turned off.	3

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average. Values are subject to change. See **www.lexmark.com** for current values.

Power Saver

This product is designed with an energy-saving mode called Power Saver. The Power Saver Mode is equivalent to the EPA Sleep Mode. The Power Saver Mode saves energy by lowering power consumption during periods of inactivity. For this product, the Power Saver Mode is entered immediately at the end of a print job. The Power Saver Mode does not affect the performance of this product and therefore cannot be modified by the user.

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Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the wall outlet.

Total energy usage

It is sometimes helpful to calculate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

End-user license agreement

Opening this package, installing the printing device software, or using the print cartridges inside, confirms your acceptance of the following license/agreement: The patented print cartridges contained inside are licensed for a single use only and is/are designed to stop working after delivering a fixed amount of ink. A variable amount of ink will remain in the cartridge when replacement is required. After this single use, the license to use the print cartridge terminates, and the used cartridge must be returned only to Lexmark for remanufacturing, refilling or recycling. **If you do not accept the terms of this single use license/agreement, return this product in its original packaging to your point of purchase.** A replacement cartridge sold without these terms is available at **www.lexmark.com**.

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